BUDGET AND FINANCE

MOTION

On July 1, 2019, the Los Angeles Police Department executed contract C-133408, with AEON NEXUS Corporation for the configuration of the Customer Relationship Management (CRM) system modernize and efficiently manage the Police Officer Candidate Recruitment and Hiring Process, as well as the progress of recruits through the Police Academy and during their probationary period. The CRM software was chosen for its ability to be highly data-driven and its ability for on-going customization to address changes to the management processes in the recruitment, hiring, and training of police officers. The LAPD and the Personnel Department have been working together with AEON NEXUS to ensure that the process from recruitment through probation is seamless and the needs of each entity are met.

The LAPD continues to develop the CRM system and intended to add modules to the system to enhance its ability to conduct portions of the hiring process through digital means, known as the Digital Distance-Recruitment and Hiring Plan (DDRHP). This module has now become crucial to the on-going recruitment and hiring of officers as the Personnel Department and LAPD's traditional methods have been greatly hindered due to stay-at-home orders and other impacts of the COVID-19 crisis.

The development of the DDRHP was not envisioned as part of the initial contract with AEON NEXUS, and therefore the cost was not considered in development of the contract compensation limit. Based on the success the LAPD has had with the CRM, additional modules are also being considered to enhance the overall recruitment, hiring, training and probationary tracking of police officers. The LAPD considers this essential to improving diversity outreach and successful recruitment to meet hiring expectations.

In order to implement the DDRHP, the LAPD needs to increase the contract maximum compensation limit with AEON NEXUS from $650,000 to $1,500,000. The Department currently has funding available for the development of the DDRHP in the current fiscal year budget. Any additional modules or expansion of the system would require funding to be approved; however, there are no commitments for additional services or products to be provided by AEON NEXUS beyond the DDRHP.

I THEREFORE MOVE that the City Council AUTHORIZE the Chief of Police, or his designee, to amend the Professional Services Agreement with AEON NEXUS Corporation, Contract No. C-133408, to increase the maximum compensation limit to $1,500,000 and add the DDRHP module to the CRM platform.

PRESENTED BY: Monica Rodriguez

MONICA RODRIGUEZ
Councilwoman, 7th District

SECONDED BY: _____

DAVID RYU (verbal)
Councilmember, 4th District